

Missouri State Rehabilitation Council



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2005 Annual Report

December 2005

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The Division of Vocational Rehabilitation, operating under the Missouri Department of Elementary and Secondary Education, does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities. Inquiries related to Department programs may be directed to the Title IX Coordinator, Jefferson State Office Building, 5th Floor, 205 Jefferson St., Jefferson City, MO 65102-0480; telephone number 573-751-4581. Anyone who requires auxiliary aids or services in connection with vocational rehabilitation services should contact the Division of Vocational Rehabilitation at 573-751-3251 or through Relay Missouri at 1-800-735-2966 TTY, 1-800-735-2460 VOICE or dial 711.

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Mission Statement

(Adopted Nov. 4, 1999)



Missouri State Rehabilitation Council

Our Vision

The Missouri State Rehabilitation Council envisions a society that values all of its members equally and provides opportunities so that all people are able to meet their needs, fulfill their dreams, and participate in society.

Our Mission

To assure that persons with disabilities have opportunities to be as productive as possible by advising the Division of Vocational Rehabilitation that services provided to persons with disabilities are:

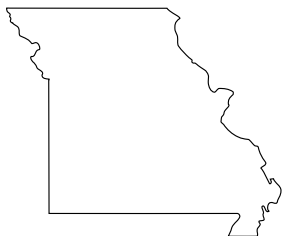
- of the highest quality.
- consumer directed.
- responsive to consumer choice.
- effective.
- individualized.
- culturally specific and relevant to labor market trends.

Our Responsibilities

To work in partnership with the Division of Vocational Rehabilitation to achieve positive outcomes for persons with disabilities by:

- providing input on the state plan, policies, and practices affecting services to persons with disabilities;
- identifying strategies to address the needs of people who are not being served or who are being underserved;
- obtaining and interpreting consumer input;
- identifying corrective action consistent with that input; and
- advocating for adequate resources to assure that the rehabilitation needs of all Missourians are met.

To support the division in complying with applicable laws, such as the Americans with Disabilities Act, the Workforce Investment Act, the Rehabilitation Act, and the Individuals with Disabilities Education Act.



MISSOURI STATE REHABILITATION COUNCIL

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Ina Mae Brooks
Lamar

Betty Chandler
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Diane Spieker
Jefferson City

James Terrill
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Sarah Tilley
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C. Jeanne Loyd
Assistant Commissioner
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the council, contact:*

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December 31, 2005

The Honorable Matt Blunt
Governor of Missouri
State Capitol
Jefferson City, Missouri 65101

Dear Governor Blunt:

On behalf of the members of the Missouri State Rehabilitation Council, I am pleased to present the council's annual report for fiscal year 2005. In these pages, you will find the progress made by Missouri citizens who were served by vocational rehabilitation programs.

Each council member has unique experiences in advocating for the rights of our fellow Missourians whose physical or mental disabilities may pose barriers to productive employment. Through our quarterly meetings and committee deliberations, we have given our support to the Division of Vocational Rehabilitation to empower individuals with disabilities and to encourage decisions that lead to greater self-sufficiency.

We have given our enthusiastic support to innovative programming to reach the underserved in the urban areas of Kansas City and St. Louis, to exploring additional methods of obtaining consumer satisfaction feedback, and to expanding in-service training.

It has been my great privilege to work with members of the council, as well as with division staff, all of whom are dedicated to providing our Missouri citizens with the opportunity to make meaningful choices in pursuing their dreams.

Sincerely,

Linda Benoit
Chairperson

State Rehabilitation Council Members



Linda Benoit
Florissant
Council Chairperson



C. Jeanne Loyd
Jefferson City
Council Ex Officio Member
MDVR's Assistant Commissioner



Jason Eftink
Scott City
Council Vice Chairperson



Susan Adrian
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Jefferson City



Jim Terrill
Centralia



Sarah Tilley
Springfield

Council's Purpose

The State Rehabilitation Council (SRC) was first authorized by the Rehabilitation Act of 1973 as amended in 1998 (referred to hereafter as the Act). Section 105 of the Act requires the state vocational rehabilitation agency to establish a council.

The council was initially formed on June 1, 1993. Council members are appointed by the governor and serve no more than two consecutive three-year terms. As required by the Act, the council is represented by the following:

- Statewide Independent Living Council
- Parent Training and Information Center
- Client Assistance Program
- Vocational Rehabilitation Counselor
- Community Rehabilitation Program Service Providers
- Business, industry and labor
- Disability advocacy groups
- Current or former applicants/recipients of vocational rehabilitation services
- Division of Special Education, the state agency responsible for the Individuals with Disabilities Act
- State Workforce Investment Board

The council is responsible for reviewing, analyzing, and advising the Division of Vocational Rehabilitation regarding its performance on such issues as eligibility, services provided to consumers, and any other functions affecting people with disabilities.

During FY05, the council was actively involved in a significant number of activities with the division. Some of its accomplishments included:

- Providing recommendations to the division on policy revisions and newly filed administrative rules.
- Collaborating with other councils and agencies, such as the State Independent Living Council, the Missouri Training and Employment Council, the Missouri Parents Act, the Department of Mental Health, Missouri Protection and Advocacy Services, the Division of Special Education, the Governor's Council on Disability, and the Client Assistance Program.
- Attending division public hearings to provide input on the state plan.
- Working with the division to evaluate consumer satisfaction feedback and providing recommendations based on this feedback.
- Participating in the Council of State Administrators of Vocational Rehabilitation (CSAVR) national meeting in Washington, D.C.
- Reviewing the division's state plans including goals, priorities, performance indicators, and the comprehensive system of personnel development.
- Working with division staff in preparing the 2005 annual report.
- Providing comments to the Rehabilitation Services Administration (RSA) regarding issues pertaining to waiting lists (Order of Selection).
- Informing Missouri's U.S. representatives and U.S. senators of the division's implementation of waiting lists (Order of Selection) and the impact these waiting lists have on people with disabilities.
- Working jointly with the division to review and approve a new Impartial Hearing Officer.
- Cooperating with RSA in the review of the division's activities in the Section 107 Monitoring Review of FY05.
- Attending SRC member training sponsored by RSA and the Rehabilitation Continuing Education Program in Kansas City, Mo., March 2005.
- Participating in the application of a NIDRR grant/research project regarding issues surrounding the establishment of waiting lists (Order of Selection).

Mission Statement

Missouri Department of Elementary and Secondary Education

Division of Vocational Rehabilitation

“Making a positive difference through education and service”

The Department of Elementary and Secondary Education is a team of dedicated individuals working for the continuous improvement of education and services for all citizens. We believe that we can make a positive difference in the quality of life for all Missourians by providing exceptional service to students, educators, schools, and citizens.

We provide leadership and promote excellence. We

- ★ champion high-quality services to persons with disabilities.
- ★ advocate equity and access for all persons.
- ★ develop all divisional staff and community service providers.
- ★ establish standards that demand excellence and build a solid foundation for lifelong learning, workplace skills, and citizenship.
- ★ evaluate program and policy effectiveness.
- ★ share best practices.
- ★ carry out our mission with economy and minimized paperwork burden.
- ★ assist persons with disabilities by providing individualized support and services.
- ★ create a caring workplace that fosters teamwork and personal and professional growth.

We promise to greatly exceed customers' expectations. We

- ★ listen to those we serve in order to improve our operations and adapt to changing needs.
- ★ forge partnerships to improve our services.
- ★ value each employee's contribution to achieving this mission.

D. Kent King
Commissioner of Education



C. Jeanne Loyd
Assistant Commissioner
Vocational Rehabilitation

Missouri Department of Elementary and Secondary Education

— *Making a positive difference through education and service* —

December 31, 2005

The Honorable Matt Blunt
Governor of Missouri
State Capitol
Jefferson City, Missouri 65101

Dear Governor Blunt:

I am enclosing the annual report of the Missouri State Rehabilitation Council for fiscal year 2005. As required by federal regulation, this report provides information on the Missouri Division of Vocational Rehabilitation's employment program for persons with disabilities.

During FY05, the division helped 3,950 individuals reach successful employment outcomes. The employment success rate for people served was 67.6 percent. However, due to an increased number of referrals and rising costs, the division is operating under an Order of Selection that requires eligible individuals with the most significant disabilities to receive services first. All other eligible individuals will receive services as funds become available.

The program's customer satisfaction survey results are among the top in the nation, if not first.

Missouri Vocational Rehabilitation works closely with schools to provide transition services to more than 4,700 students per year in 401 school districts. Last year, we assisted nearly 700 students in reaching their employment goals.

The council members take seriously their mission to serve Missouri citizens with physical and mental disabilities. The members bring years of experience and expertise to the council, and it has been my privilege to work with them this past year.

In closing, I, along with the council, offer our sincere appreciation for your personal interest and support in serving people with disabilities.

Sincerely,

A handwritten signature in black ink, reading "C. Jeanne Loyd".

C. Jeanne Loyd
Assistant Commissioner
Missouri Division of Vocational Rehabilitation

Historical Highlights of Vocational Rehabilitation

1920 • Smith-Fess Act. First civilian state-federal vocational rehabilitation act. Authorized for four years. *Goal:* promoted vocational rehabilitation of people with disabilities who worked in industrial or any legitimate occupation so they could return to work. *Act provisions:* Money allotment to states based on population; matching federal to state dollars \$1 to \$1; state plan requirement; and available to all people of employment age who were incapacitated by a physical defect or infirmity and who might become employable through rehabilitation.

1935 • Social Security Act. Doubled appropriation for vocational rehabilitation agencies to nearly \$2 million. Established vocational rehabilitation as a permanent program.

1943 • Barden-LaFollette Act (also known as VR Act of 1943). Amended the Smith-Fess Act. Authorized payment for physical restoration (or to eliminate/reduce a disability); permitted services for people with mental illness; made new provisions for people who are blind; made funds available for the entire cost of state administration; included guidance and placement services; and changed allocation of federal funds from a population base to one of need, as determined by the states.

1968 • Architectural Barriers Act. Established accessibility standards for new construction or alterations to federal buildings.

1973 • Rehabilitation Act Amendments. *Main points:* Severely disabled served first; client/counselor jointly develop client's rehabilitation plan; post-employment services; annual review of eligibility; greater accountability (standards); affirmative action; and evaluation of the primary purpose of the program. *Section 502:* Architectural and Transportation Barriers Compliance Board. *Section 504:* "nondiscrimination for handicapped."

1978 • Rehabilitation Act Amendments. Authorized and funded independent living programs and centers. Established the National Institute on Disability and Rehabilitation Research.

1984 • Rehabilitation Act Amendments. *Key points:* Client can make appeals; Client Assistance Program established.

1986 • Rehabilitation Act Amendments. *Key point:* Supported employment programs now required in state plans.

1990 • Americans with Disabilities Act. Landmark federal anti-discrimination statute. Enacted to address barriers to people with disabilities not only in employment, but in housing, public accommodations, education, transportation, communication, recreation, institutionalization, health, voting, and access to public facilities.

1992 • Rehabilitation Act Amendments. *Key points:* Established eligibility to be determined within 60 days; existing information/client input sought; allowed formation of a council; and emphasized client choice (where people with disabilities are active participants in their own rehabilitation programs, including making meaningful and informed choices).

1998 • Final Regulations of Rehabilitation Act Amendments of 1992. *Key points:* Extended period from 60 days to 90 days in order for individuals to reach successful employment outcomes; amended the definition of competitive employment to include employment paying minimum wages but not less than customary wages/benefits by the same employer to non-disabled workers performing similar functions; strengthened the definition of an integrated setting to require actual interaction between people with disabilities who are receiving services and non-disabled workers; and required agencies to develop policies that ensure that each person receives information about the scope of services and that each person's informed choice must be considered when writing the individual rehabilitation plan and vocational goal.

August 1998 • Rehabilitation Act Amendments. *Key point:* Extended authorization of the Act for five years. *Emphasis placed on:* Expanding the exercise of informed choice by individuals with disabilities; streamlining administrative procedures (i.e., reducing state plan requirements, eliminating the strategic plan, renaming the Individualized Written Plan as the Individualized Plan for Employment); increasing high-quality employment outcomes; expanding due-process procedures to include mediation; and linking VR programs to the State Workforce Investment Systems.

Agency Overview

Prepared on behalf of the State Rehabilitation Council, this annual report highlights various programs and services of the Missouri Division of Vocational Rehabilitation (MDVR) during federal fiscal year 2005 (Oct. 1, 2004 to Sept. 30, 2005).

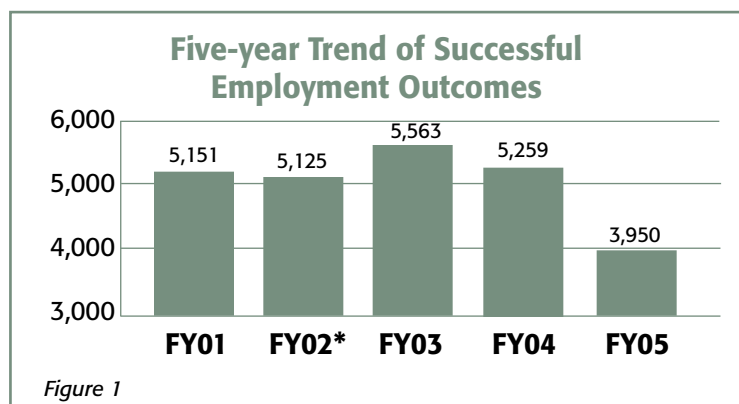
On Oct. 1, 2003, due to insufficient funds to serve all eligible consumers, MDVR began operating under an Order of Selection with three priority categories. Eligible consumers with the most significant disabilities are required by law to receive services first (Category 1). Eligible consumers who have less significant disabilities are required to be placed on a waiting list for services (Categories 2 and 3). This action has affected the total number of employment outcomes, the success rate, the number of referrals to Vocational Rehabilitation (VR), and the number of consumers served.

During FY05, vocational rehabilitation counselors worked with more than 26,000 eligible people in various categories with an average daily census of 19,000. In FY05, 3,950 consumers had successful outcomes out of a total of 5,839 individuals leaving VR services. Figure 1 and Figure 2 illustrate the number of successful outcomes and the percentages of success during the past five years.

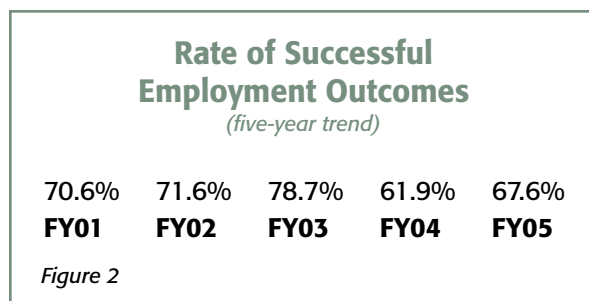


Jennie Heidbreder, former VR consumer, successfully achieved her employment goal by becoming a VR senior counselor in the Rolla district office. Jennie said, "I wanted to work for VR, so that I could give to others what VR had done for me."

Figure 2 shows that more than 67 percent of consumers who received services with VR were successfully employed (this figure is a percentage of all eligible consumers leaving VR who received services). Research, from the Department of Economics, University of Missouri-Columbia, shows that nearly 70 percent of these consumers will still be employed two years later.



* As of FY02, successful employment outcome data no longer includes sheltered workshop employment outcome information.



Agency Overview (continued)

Important items to note from FY05 regarding VR's positive impact on the quality of consumers' lives and the communities it serves include:

- ▶ **3,950** consumers with disabilities achieved successful employment outcomes.
- ▶ **26,517** eligible consumers worked with VR counselors.
- ▶ **94%** of successfully employed consumers had significant disabilities.
- ▶ **717** consumers were successfully employed through supported employment services.
- ▶ **691** eligible students who received Transition Services reached successful employment outcomes.
- ▶ **401** school districts had signed Cooperative Work Experience Programs with VR.
- ▶ **\$44,086,536** is the total annual increase in income, from referral to closure, for 3,819 competitively employed consumers. (See chart on the top of page 31.)

State Funding

Support from the governor's office and state legislators meant sufficient funds were available to match federal funding in FY05. VR receives state funds from General Revenue, Lottery, and Mental Health. The match requirement is 21.3 percent state funding and 78.7 percent federal funding.

Social Security Reimbursement Program

The Social Security Administration (SSA) reimburses state vocational rehabilitation agencies for the costs of providing services to gainfully employed SSA recipients. The division continues to seek SSA reimbursements. As of Sept. 30, 2005, the division received \$942,701. Figure 3 provides VR's reimbursement totals for the past five years.

SSA Trust Fund Reimbursements (five-year trend)				
\$2,517,513	\$1,631,240	\$1,056,480	\$1,972,458	\$942,701
FY01	FY02	FY03	FY04	FY05

Figure 3

Agency Overview (continued)

Consumer Satisfaction

Another priority for the division is consumer satisfaction with division staff and services. The SRC is responsible for administering a consumer satisfaction survey (pages 27-29). Division staff surveyed all eligible consumers whose cases were closed in FY05. Specific feedback is shared with division management, supervisors, and counselors. This information is used as a tool to improve services, evaluate staff performance, and to determine training needs.

The division measures consumers' satisfaction after they leave VR services. In FY05, the division surveyed over 5,000 consumers who received services and exited the program. Of these individuals, 99 percent felt they were treated with respect, and 98 percent indicated they were involved in making choices concerning their employment goals and services.

In addition, a pilot project in the Rolla VR office is measuring consumer satisfaction immediately after the initial plan period. The results of the pilot project will give the division an idea of a consumer's satisfaction at the time of service delivery.

Division Teams

The division continues to enlist the aid of teams consisting of agency staff, providers, and consumers to develop recommendations for several strategic plan issues. The following teams meet on an ad hoc basis: Capacity Building, Case Services, Community Rehabilitation Providers/Vocational Rehabilitation, Consumer Affairs, Technology Services, Transition, Cultural Diversity, and Work Incentives. As a result, a number of recommendations, which can be found throughout the report, have been implemented to improve services for people with disabilities.



Stephen Markley (right), VR consumer, and Barb Hoelzer (left), VR regional director, attended a May 2005 Consumer Affairs Team meeting at VR's Central Office in Jefferson City, Mo. Stephen provided consumer input on VR's consumer satisfaction feedback methods.

Interagency Cooperation

Workforce Development

The Division of Workforce Development operates under the Department of Economic Development. The division ensures that the provisions of the Workforce Investment Act of 1998 (WIA) are carried out by Workforce Development centers across the state. The Missouri Training and Employment Council (MTEC) is the state board that oversees Workforce Development.

The workforce development system is a partnership of mandated federal, state, and local agencies providing services in "one-stop shops" known as Missouri Career Centers. The centers, which are located in 14 workforce regions in Missouri, offer job training and skills development programs to all citizens who want assistance with gaining employment. Vocational Rehabilitation (VR) is a key partner, and as such, works closely with the Career Centers to provide program accessibility; physical accessibility to and from the centers, including job sites; and assistive technology for people with disabilities. VR also provides ongoing cross-training and technical assistance to Career Center staff on accommodations in the workplace. A full-time VR supervisor works with partner agencies to ensure that all federal regulations pertaining to Title IV of the Workforce Investment Act of 1998 are followed.

Project Success

In October 2001, VR was awarded a 2.3 million dollar competitive grant from the Rehabilitation Services Administration (RSA). It is one of only five systems change grants to be awarded nationally. The grant funds a five-year demonstration project designed to expand employment opportunities for individuals with mental and/or physical disabilities who receive public support. The project is entitled "Strategies Utilizing Collaboration for Competitive Employment and Self Sufficiency (SUCCESS).

Over 20 private and public organizations providing support to persons with disabilities are cooperative partners in the pilot project. Project SUCCESS was developed for the Missouri Career Center in Columbia with the intention to exhibit new strategies for replication across Missouri's 14 workforce regions and eventually other states nationwide.

Through Project SUCCESS, participating organizations have adopted simpler procedures and share information electronically so that consumers are not required to fill out repetitive forms and applications for different agencies. Another benefit of the project is the hiring and training of persons with disabilities to work as advocates assisting consumers in all phases of service delivery.



Phyllis Anderton (left) and Mitch Underwood (right) are both consumer advocates with Project SUCCESS through the Missouri Career Center, Columbia, Mo.

Interagency Cooperation (continued)

Project SUCCESS participants include the Departments of Social Services and Mental Health, Division of Workforce Development, and Job Point, one of VR's Community Rehabilitation Programs (CRPs) and Supported Employment Service Providers (SESPs) located in Columbia.

The project has already created many successful outcomes and is expected to continue its success through September 2006, its final year of funding. To date, the following outcomes have been achieved:

- ▶ **1,514** consumers have been referred to the program from other agencies.
- ▶ **2,115** referrals have been made to Project SUCCESS community partner programs and services.
- ▶ **1,033** SUCCESS plans have been written that help track follow-ups with partner agencies as well as provide a means of tracking employment and services received from community partners.
- ▶ **142** consumers have successfully entered competitive employment in this past program year.

Centers For Independent Living

Vocational Rehabilitation continues to work with the Statewide Independent Living Council (SILC) and the Centers for Independent Living (CILs)* to provide direct services to people with disabilities.

The 2005-2007 state plan developed by VR and SILC details the tasks necessary to accomplish the delivery of independent living services that will assist consumers with disabilities to achieve their goals. As part of this collaborative effort, VR and SILC created a new, outcomes based measurement tool for the CILs. The new tool measures consumer satisfaction using a telephone survey method as opposed to the mail-out surveys previously used. CILs telephoned a random sample of 1,471 consumers (both active and inactive) concerning satisfaction in areas such as independent living skills training, information and referral, and advocacy. Survey results revealed a 96% satisfaction rate for independent living skills training, 95% satisfaction rate for information and referral services, and a 93% satisfaction rate for advocacy services.

During 2005, SILC sponsored the Universal Design Housing Summit, held in September in Columbia, Mo., to promote independent living for persons with disabilities. The summit's goal was to provide awareness of the need for accessible housing. Conference attendees included representatives from the CILs, consumers, real estate agents, housing lenders, and builders.

* See page 34 for CIL listings.

Transition Services

Transition Services assist students with disabilities in the secondary school setting to successfully transition from school to post-secondary education, training, or employment. VR continues to work closely with the Division of Special Education in coordinating, planning, and providing transition services.

During FY05, the Transition Team, composed of VR staff and special education personnel at both the state and local level, continued to provide support and technical assistance regarding transition-related activities and services for students with disabilities in an effort to meet the following charges outlined by the assistant commissioner:

- Charge #1: Develop strategies to increase overall success rates of students with disabilities participating in cooperative school-to-work programs.
- Charge #2: Develop strategies to increase overall participation of students with disabilities participating in cooperative school-to-work programs.
- Charge #3: Develop methods to measure student participation in all transition services.
- Charge #4: Develop strategies for decreasing the dropout rate for students with disabilities from Missouri high schools.



Derrick Prowell, former VR consumer, attended the Community Access and Job Training (CAJT) High School in St. Louis. Prowell was placed in employment at a restaurant in the Central West End of St. Louis by MERS/Missouri Goodwill Industries, one of VR's CRPs and SESP's.

- In accordance with Charges #1 and #2 listed above, VR works to improve and expand the Cooperative Work Experience Program (COOP) for students with disabilities. During FY05, 401 of 449 (K-12) school districts in the state were operating COOP programs. VR counselors worked with 4,740 students prior to graduation in FY05, and 690 of those students also participated in the VR COOP program. Of all the eligible students who received VR services, 691 reached successful employment outcomes leading to an overall success rate of 73 percent.
- In striving to improve and expand the quality of transition assessment services for students with significant disabilities, VR provides support and technical assistance to local Community Rehabilitation Programs (CRPs) and Supported Employment Service Providers (SESPs). At the completion of FY05, approximately 160 comprehensive transition assessment Memorandums of Understanding (MOUs) had been developed at the local level with approximately 127 different school districts and 27 various CRPs and SESP's. MOUs outline how transition assessment services for students with disabilities will be provided at the local level.

Transition Services provide technical assistance to classroom teachers and VR counselors who work directly with students while continuing to work with the Division of Special Education on decreasing the dropout rate and improving post-school outcomes for students with disabilities.

Partnering

Recognizing the varying regional differences and needs of the disability community in the State of Missouri, “partnering” starts at the local/district level. VR partners with local Community Rehabilitation Programs (CRPs) and Supported Employment Service Providers (SESPs) to maximize benefits for their mutual customers. VR and provider personnel cultivate relationships through two-way communication while maintaining cooperative agreements that clarify each entity’s role in consumers’ rehabilitation plans.

VR and provider staff both offer input on each others’ service delivery processes and improvement to those processes. VR furnishes division reports to providers in order to coordinate efforts in serving consumers. In addition, the division seeks assistance from provider facilities in developing strategies to reduce the number of consumers who drop out of the rehab program. To further illustrate partnering practices, provider staff is invited to VR training programs that are relative to CRP/SESP issues.

Every other year, the division combines the VR district office Quality Assessment Reviews with CRP and SESP reviews to strengthen communication and enhance relationships between it and its providers. These combined reviews enable VR to maintain alignment of division goals and values with its partners.

Integrated Community Rehabilitation Programs

The division strives to enhance community rehabilitation services throughout Missouri. VR and CRPs collaboratively work with an outcome-based service model that emphasizes results and values successful employment outcomes. The Community Rehabilitation Program/Vocational Rehabilitation (CRP/VR) Team, comprised of VR staff and executives from the CRPs, works on the following issues:

- Continued partnering efforts at the local level and expanding efforts to include administrative staff from VR, the CRPs, and the SESP along with professional organizations.
- Continued quality improvement strategies with employment outcome services.
- Assessment of Supported Employment and Community Employment Services by determining program effectiveness.
- Continued assessment of current vendor requirements regarding utilization, outcomes, and cost-effectiveness.
- Development of factors to assess the impact of Order of Selection with waiting lists on CRP services and employment outcomes.



Yvonne Wright (left), district supervisor of the St. Joseph VR office; Johnathan Brown (center), former VR consumer and Vatterott student; and Cynthia Walley (right), agency relations trainer at Vatterott College, Kansas City, Mo. Photo by DuLane Gash, Truman Employment Service.

Johnathan was named Consumer of the Year by the Missouri Rehabilitation Association.

The division funds a variety of services to approximately 7,000 consumers in CRPs. The division purchases services from local, nationally accredited, nonprofit CRPs and does not own or operate any of the programs.

Access to community-based services continues to be a division priority. As a result, all CRP programs emphasize community integration.

A complete listing of all division-approved CRPs can be found on page 35.

Improved Availability for Supported Employment

The division provides supported employment services to a diverse population of consumers, as indicated by Figures 4-6 (pages 18-19). Supported employment is defined as competitive work in an integrated work setting with ongoing support services for individuals with the most significant disabilities. During FY05, 73 percent of consumers who received supported employment services and exited the program were successfully employed.

Figure 4 provides a breakdown of the disability categories of consumers who exited the program both successfully and unsuccessfully after receiving supported employment services.

Figure 7 (page 19) provides the total number of Supported Employment Service Providers (SESPs). As of FY05, all counties in Missouri are being served by SESP. This expanded coverage offers choice for consumers.

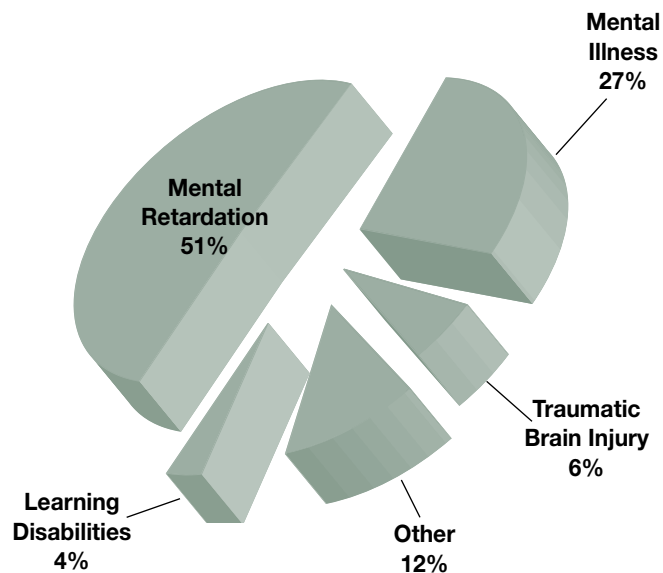


Figure 4**

Other Supported Employment Statistics

The division places an emphasis on the development of natural support systems for consumers who participate in supported employment. This reduces the costs associated with supported employment and job coaching. Figure 8 (page 19) shows the average costs of services, hourly wages, and other statistics for supported employment.

Consumer Satisfaction

As noted on the chart on page 28, 98 percent of consumers who participated in supported employment and who responded to the satisfaction survey felt that the division treated them with respect. And, 97 percent said they were involved in making choices about their career goals and VR services.

****Percentages based on the number of consumers who exited the program both successfully and unsuccessfully after receiving SESP services.**

Improved Availability for Supported Employment (continued)

Supported Employment Race and Gender of those Served** – FY05 –

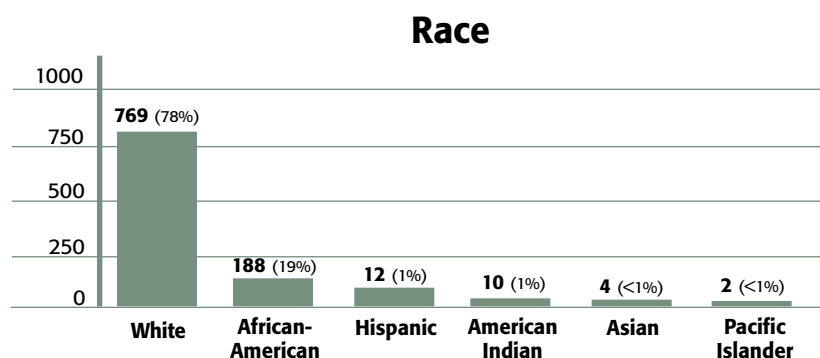


Figure 5**

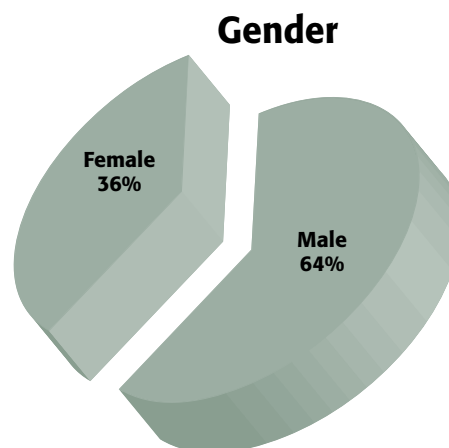


Figure 6**

Other Supported Employment Statistics

SESPs Total Providers from FY01 to FY05

Fiscal Year	Number of Providers
FY01	86
FY02	86
FY03	86
FY04	78
FY05	81

Figure 7

Supported Employment Statistics FY05

Average cost of job coaching services per consumer	\$2,391.00**
Average cost of assessment services per consumer	\$1,043.00**
Average cost of job development services per consumer	\$931.00**
Average hourly wage per consumer	\$6.90
Average hours per week worked per consumer	24
Success rate	73 percent**
Successful closures	717
Unsuccessful closures after services rendered ..	268

Figure 8

****Figures based on the number of consumers who exited the program both successfully and unsuccessfully after receiving SESP services.**

Assistive Technology

In FY05, the division provided a variety of assistive technology services, devices, and equipment to 1,187 individuals for a total cost of \$3,311,806.

Assistive devices are purchased by the division to assist consumers with increasing, maintaining, or improving functional capabilities. These may be commercially purchased or modified/customized by a technology specialist. The devices may be as simple as a modified door handle or as sophisticated as a voice-controlled computer system. Other types of assistive devices include: prosthetic and orthotic equipment; hearing aids; eyeglasses; wheelchairs and other powered-mobility equipment; walkers; braces; crutches; computer equipment (e.g., adaptive keyboards, voice-activated controls, and specialized software); vehicle modifications; and home modifications.

Assistive technology services include: evaluation, design, customization, adaptation, maintenance, repair, therapy, training, or technical training that assists an individual with a disability in the use of an assistive technology device.

The Telecommunication Access Program (TAP), implemented by the Missouri General Assembly, has become an excellent resource for division counselors. This program provides adaptive equipment for persons whose disability prevents them from using traditional telephones. The program also provides telecommunication access to the Internet and e-mail in the home for individuals unable to communicate via computer due to a disability. TAP has saved the division significant costs of purchasing these services.

Within various regions of Missouri, the division has counselors who specialize in information technology. These specialists serve as consultants for other division staff and consumers regarding:

- the availability of assistive technology services for students in secondary education programs;
- the availability of services/vendors in particular regions; and
- TAP and the demonstration equipment sites funded by the program that are located in the Centers for Independent Living (CILs) around the state.

In April 2005, Missouri Assistive Technology sponsored the statewide Power Up 2005 Conference and Expo that was open to service providers, consumers, independent living specialists, division staff, and other professionals in the rehabilitation field. The division was an exhibitor and its technology information specialists attended the event. The conference was successful in providing consumers and professionals with an opportunity to view state-of-the-art technology and equipment designed to enhance and promote the independence and quality of life for people with disabilities.



Matt Staples (left), senior counselor in the Columbia VR office, and Don Jackson (right), counselor in the Chillicothe VR office, ran VR's exhibit booth at the 2005 Power Up Conference held April 18-19, 2005 at Tan-Tar-A, Osage Beach, Mo.

Underserved Populations and Workplace Diversity

One of the top priorities for the council and the division continues to be reducing the overall number of people who do not complete the VR program and reducing the unsuccessful outcomes for traditionally underserved populations, primarily African-American and Hispanic consumers. Figure 9 reflects the closure percentages by race for FY04 and FY05. This chart illustrates that African-American consumers continue to represent disproportionately higher rates of outcomes that are not successful.

The division remains committed to improving employment outcomes and reducing the dropout rate of consumers from underserved populations. For example, a program was designed to retain consumers at risk of leaving VR services, and retention counselors now work with “at-risk” consumers to remove barriers to services and employment. Other staff, such as intake counselors, assist in locating “lost” consumers.

Cultural Diversity Team

During FY05, the division provided staff development sessions on a variety of cultural diversity topics, such as workplace diversity, providing services for persons from diverse cultures, and issues in deaf culture. All division supervisory staff attended advanced diversity strategies training last year at a statewide supervisory conference.

In addition to the above activities, the council and the division established that vocational rehabilitation services to persons from the Hispanic communities are limited and should be expanded. Many of Missouri's counties have seen dramatic increases in the number of individuals from Hispanic cultures in recent years. The division developed the following two strategies to work on this priority area:

- The division will be funding three Innovation and Expansion (I & E) grants with CRPs to increase services for the Hispanic communities in Missouri. These I & E grants will be strategically located in counties that have a high proportion of individuals who are Hispanic. The grants will require collaboration and networking between individuals from the Hispanic communities, CRPs, and division staff.
- The division applied for and was awarded supplemental RSA training funds that are earmarked for staff development activities, mentoring, and outreach in order to better serve persons from Hispanic communities. One of the first activities of this grant will be setting up training for designated staff who will be working with the above I & E grantees. This training will focus on reducing language barriers and offer a practical approach to learning common phrases related to the work environment with Spanish speaking clientele.

Closure Percentages by Race* (comparison of FY04 and FY05 consumers)						
Status	Caucasian		African-American		Other	
Successful employment outcomes	83%	83%	15%	15%	2%	2%
Closed unsuccessful, after services	75%	75%	22%	22%	3%	3%
Closed after eligibility, before services	75%	77%	22%	20%	3%	3%
	FY04	FY05	FY04	FY05	FY04	FY05

*Percentages reflect the total number of consumers in each status.

Figure 9

Underserved Populations and Workplace Diversity (continued)

Diversity in the Workplace

The division continues to work hard to recruit, hire, and maintain a diverse workforce. Figure 10 shows the specific categories of division employees as of Sept. 30, 2005.

The division recruits individuals with culturally diverse backgrounds. All job openings are listed with the division and “Great Hires” Web pages, and nearly all vacancies are advertised in local newspapers as well as traditional African-American and Hispanic newspapers. All division counselor vacancy notices are now sent to various Historically Black Colleges and Universities (HBCUs), such as Lincoln University-Jefferson City, Mo.; Southern University-Baton Rouge, La.; Fort Valley State College-Fort Valley, Ga.; and Mississippi State-Jackson, Miss. Recruitment contacts have been made with all colleges in Missouri that have a high population of minority students. The division continues to participate in recruitment activities, career fairs, and various community programs.

The division also strives to recruit individuals with disabilities. All district supervisors and counselors receive job vacancy notices. Many of the individuals referred by staff are interviewed and hired or participate in field experiences and internships sponsored by the division. At the time of this report, approximately 18 percent of the counselor positions are held by persons with disabilities.

In addition to the division’s recruitment efforts, all staff are participating in cultural diversity training. This on-going training has received positive feedback and is an outcome of one of the Cultural Diversity Team’s recommendations. Diversity training is an integral part of the division’s professional development activities.

Consumer Satisfaction

The division’s consumer satisfaction survey (page 28) illustrates that 99 percent of African-American consumers felt that they were treated with respect. Other results showed that 98 percent of African-Americans responding to the survey said they were involved in making choices about their career goals and VR services. And, 98 percent of responders felt that VR policies were fair.

Employee Diversity FY05

Employees with Disabilities

Counselors	18%
District and Assistant Supervisors	10%
Administrators	20%
Total professional staff	17%
Support staff	5%

Minority Employees

Counselors	12%
African-Americans	9%
Other	3%
District and Assistant Supervisors	10%
Administrators	9%
African-Americans	6%
Other	3%
Total professional staff	11%
Support staff	17%
African-Americans	13%
Other	3%
Other staff (Acct., CIT, Procurement)	
African-Americans	5%

Employees by Gender

Counselors	
Male	24%
Female	76%
District and Assistant Supervisors	
Male	45%
Female	55%
Administrators	
Male	43%
Female	57%
Total professional staff	
Male	30%
Female	70%
Support staff	
Male	3%
Female	97%
Other staff	
Male	21%
Female	79%

Figure 10



TOMMY SMITH

by Lisa Sone, Quality Manager, VR Central Office

Tommy Smith, recent VR consumer, and his service dog, Jazz. Tommy has a doctorate in pharmacy as well as a juris doctorate degree and is teaching at the St. Louis College of Pharmacy in St. Louis, Mo.

"It's really just black and white to me. You can either pull the covers over your head and be miserable and make others miserable or you can pull yourself up by the boot straps and make the best of it." That is how Tommy Smith, age 35, describes the unimaginable ordeal that befell him six years earlier.

There wasn't much stopping Tommy from getting anything that he wanted out of life. He graduated in 1993 with a bachelor's degree and in 1994 with his doctorate, both in pharmacy, from the St. Louis College of Pharmacy. For five years, he enjoyed a successful career as the operations director for Corum Health Services in St. Louis, Mo. Corum Health is a division of Delmar Gardens, a nursing home company, which wanted to create its own pharmacy for its residents.

On New Years Eve of 1999, Tommy was looking forward to welcoming in the new millennium. It was at a party that Tommy first felt ill; almost flu-like. He left early and went home to bed. On New Year's Day, he awoke feeling as if he had the "worst flu ever." He developed splotches on his legs and fierce pain seared throughout his body. As a pharmacist, he had a suspicion that this was much more than the flu.

After phoning his doctor with his symptoms, he was directed to the emergency room at Missouri Baptist Hospital in St. Louis, Mo. Upon his arrival he was sent to a quarantined area where he lost consciousness. Tommy had meningitis; a type of meningitis known as meningococcal, which is a fast spreading infection capable of causing irreparable damage to the body.

For 10 weeks, Tommy was unconscious. He said, "It felt like I was in one continuous dream that was vivid and real." He remembered seeing faces but then he'd drift

away on what he called "a journey."

During the second week of March, Tommy awoke in a different hospital—St. John's in St. Louis, Mo. He also awoke to a different body. Tommy described it as, "going to bed in one body and waking up in another." The infection ravaged his body cutting off circulation and destroying his extremities resulting in the amputation of one of

his legs above the knee, the other leg below the knee, one arm at the wrist, and one arm about mid-forearm.

He spent weeks in St. John's rehab unit preparing for the challenges he would face the rest of his life. Tommy's "black and white—either I can choose to do this or not" attitude pushed him forward. By the first week in May, he accelerated from inpatient to the day hospital and then onto outpatient rehab in July 2000. While Tommy was undergoing rehab, he and his partner, Brook Schumann,

began rehabbing a house to fit his new life. Tommy's family and friends flooded in ready to help ensuring he made it to therapy and assisted him when he needed it.

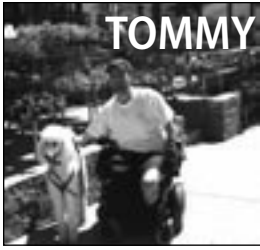
By spring 2001, things really started popping. The house was completed, and Tommy was ready to hit the road—he began driving. While in the hospital, a social worker introduced him to Sayde Gartland, a senior counselor out of the St. Louis West Vocational Rehabilitation office. "Sayde was instrumental in getting me a van. It completely changed my life," said Tommy.

Tommy made the down payment while his family threw a fundraiser in his hometown of Decatur, IL, to help him purchase the van. Vocational Rehabilitation paid for all of the van's outfittings, ramp, and driving controls. VR also assisted him with a cuff and a pen device, assistive equipment for his home, and a powerchair.

Tommy credits a large portion of his success to Sayde. He said, "She doesn't make me feel like just a job to her. She does her job not because she has to, but because she wants to." Without Sayde, Tommy said, "I'd just be on a couch somewhere."

While working with VR and evaluating what he ►

“
I can't imagine
what my quality
of life would be
without VR.”



TOMMY SMITH

wanted to do with his future, Tommy decided to return to school for a law degree. Tommy entered the St. Louis University School of Law in the fall of 2002 where he began classes in

the nation's top health and law program. By May 2005, he graduated with his juris doctorate degree. VR funded portions of his tuition and books and the fees for his bar exam, which he took in July of 2005 and passed.

Tommy has also received help from an organization that is now very dear to his heart. C.H.A.M.P. Assistance Dogs, Inc., of Florissant, Mo., introduced Jazz to Tommy. Jazz is a highly skilled service dog trained to assist Tommy with daily activities. He said, "Jazz is brilliant. If you drop something, she's right there to pick it up without even asking." She has been trained to have complete self control and discipline.

In August 2005, Tommy embarked on a new career path. Tommy's alma mater, the St. Louis College of Pharmacy, called. While enrollment at the college

doubled, the number of elective courses hadn't. Tommy was hired to teach an introductory pharmacy class and asked to develop a new elective course; one that would blend together his degrees in pharmacy and law.

Tommy has pressed forward with his life achieving success through his strong character and positive personality. Though Tommy has been the driving force behind all of his accomplishments, he credits VR for the help he has received along the way. "I can't imagine what my quality of life would be without VR," he said. "I don't want to even think about it."

"The work VR does is amazing," said Tommy. "It's a shame that more people don't take advantage of this great gift. It's so powerful to be part of the working world. Having those with disabilities working really opens eyes up," he said. "We need more of us out there. The rewards of being in the workforce are so great." Tommy offered the following advice, "Get up and go to work in the morning like everyone else. Don't settle for being on disability. Keep pushing on." ●

ROGER AMERINE

*by Virginia Stollings, Senior Counselor,
Kansas City North VR Office*

Chris Castlebury (left), vocational specialist with Tri-County Mental Health Services, Kansas City, Mo., helped Roger Amerine (right), former VR consumer, with his transportation needs and with obtaining services through assistance programs.



As he entered the room, he reached for his wallet, preempting my first intake question. With a hand that trembled slightly, he handed me a well-worn piece of paper. "I need a job," he announced with his mild stutter. "Maybe this will help."

This was my introduction to Roger Amerine, age 53. I gently opened the fragile paper. It was a glowing letter of reference from a long-ago employer. I learned later that Roger had been fired by the employer because he could not do the work assigned to him – home security systems installer. Roger has mental retardation. Initially, he had been hired by a small security company in Kansas City, and he was assigned to do small jobs around the shop.

He performed well. But, when a large company bought out Roger's firm, there were no more accommodations and there was no more work for Roger. Roger was left with only the letter that he still carries proudly.

From then on, Roger's parents kept Roger at home, where he assisted them at everything around the house. As they aged, they came to rely on his assistance. And Roger took pride in the valuable help he provided. ►



ROGER AMERINE

In time, Roger's father passed away. And, in 2003, his mother also died. She left Roger her home and her life savings – a sum Roger believed would cover his modest needs for

about six months.

Roger was alone when we first met on January 15, 2004 – and afraid. He knew he needed work, but he didn't know how to begin. Roger doesn't drive. He never learned to ride the bus. He didn't know how to submit a job application or how to find a job lead. He knew enough to go to the Missouri Career Center near his home, but he couldn't understand what they told him there. The Career Center staff referred Roger to me.

I scheduled Roger for testing and made him eligible for Vocational Rehabilitation assistance as quickly as possible. Roger selected job placement services through Tri-County Mental Health Services, Inc. His reason: The provider is located in the only public building Roger knew how to reach by bus. Tri-County agreed to provide placement help with no wait. We were off and running – I thought.

The trouble was that Roger's applications were turned down – over and over again. Tri-County staff worked doggedly. We brainstormed together repeatedly. We called in every favor we could recall from our collective reserves of IOU's. But, it seemed that no one wanted to take a chance on a mid-50's adult, with mental retardation, who hadn't worked in 20 years.

Through it all, Roger was – well, Roger: A kind and gentle man with a never-ending smile and an inspiring spirit of optimism. Often, during those months of the roller-coaster job search, I felt a sense of role reversal. It was Roger who motivated us to bounce back from disappointment, to keep working diligently – and to warrant his faith in us.

Along the way, we tried to fill the gaps in Roger's primary needs. Chris Castlebury, his Tri-County Job Developer, helped Roger to apply for and obtain Food Stamps and Medicaid. She also helped him learn to navigate Kansas City's public transportation system near his home. Meanwhile, I assisted Roger to establish closer contact with his sister. She provided small amounts of financial help along the way, and she provided important moral support and a sense of family continuity for Roger.

I also helped him to make connection with the area senior center, where he found friendship, social activity, and a source of additional referral information.

And through it all, Roger was – well, Roger: Always on time for appointments; always looking sharp; always smiling.

Finally, Roger was hired. I was skeptical. It was a part-time custodial job, and I wondered if the hours were adequate and if his strength and stamina were up to the demands. Roger said, "I want to take the job." Chris provided intensive coaching. Roger was slow; he ran out of gas. But Roger overcame and he thrived. He has been on the job since February. During that time, he has learned the job well, developed the requisite strength and stamina, and shown all the reliability and loyalty we expected of him. He also has earned promotions, more hours, and more pay.

I enjoy an unusual benefit in Roger's case: He is employed as a custodian in the building which houses the Kansas City North Career Center, which is my referral source. As a result, I get to see Roger on the job when I visit the building.

On one recent morning, I arrived at the Career Center early as the staff was beginning the day with a quick stop at the coffee pot. One worker carried a plate of cookies, which she deposited in the cupboard: "Don't anybody touch these cookies," she threatened. "They are for Roger."

The woman pouring coffee laughed and said, "Then Roger is going to eat well tonight. I made lasagna last night and threw together an extra little pan for Roger. It is in the fridge." She turned to me and asked, "Do you know

Roger? He is our custodian. He's a wonderful man – the best custodian we ever had. And, he's always smiling!"

"I know Roger," was all I said. Inside, I was doing back flips of joy. Boy, do I know Roger!

Roger arrived alone and afraid that winter day when we met. He told me he needed a job. Today he has a job, and he has much more. Roger is no longer alone. He has a sister who is in touch with him regularly. He has a gaggle of surrogate moms who spoil him shamelessly. He has freedom to move about the community via the bus. He has new friends at work and through the senior center.

Roger is no longer afraid. He has confidence that grows visibly each day. He has the opportunity to prove his independence and his worth as a worker. He has dignity, pride in a job done superbly, and recognition from his boss and customers. Roger has a new life, new hope, and he still has that never-ending smile. ●

“
A kind and
gentle man with
a never-ending
smile and an
inspiring spirit of
optimism.”

— Virginia Stollings

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Consumer Satisfaction

The council's Program Evaluation Committee continues to survey and monitor consumer satisfaction. A prepaid postcard with a quick eight-question survey is sent to all eligible consumers immediately after their cases are closed.

Survey results continued to be positive during FY05. For example, of the consumers surveyed who received services, 99 percent felt that they were treated with respect, and 98 percent indicated that they were involved in making choices concerning their employment goals and services. All of the results are categorized in groups, such as statewide totals, disabilities, gender, race, etc. The response rate from consumers who received services was 19 percent; their survey results are listed on page 28. Separate survey results for eligible consumers who left the program before receiving services can be found on page 29; their response rate was 6 percent.

Survey Card • Sample 1
(completed by consumers who received services and exited the system successfully in employment or unsuccessfully)

Please mark X in the box that you think is appropriate for each statement below. Thank you for taking time to fill out and return this survey.

Survey Number:	Check if completed by family member. <input type="checkbox"/>	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
1. The VR staff treated me with respect and courtesy.					
2. Overall, my VR services were provided in a timely manner.					
3. My counselor helped me to understand my disability and how it might affect my future work.					
4. I was involved in making choices about my goals and services.					
5. My experience with VR was good and I would recommend it to others.					
6. VR policies were fair.					
7. VR services have helped or will help me get a job.					
8. (Optional) How could VR have served me better?					

5. My experience with VR was good and I would recommend it to others.

6. VR policies were fair.

7. I'm not using VR services because:*

8. (Optional) How could VR have served me better?

*The only question that differs from the "Sample 1" survey postcard.

Survey Card • Sample 2
(completed by consumers who were eligible but whose cases were closed before receiving services)

Consumer Satisfaction (continued)

Consumer Satisfaction Survey Results

(specific group responses to survey cards distributed during FY05)

	Treated me with respect		Received timely services		Helped understand disability		Involved in choices		Experience was good		VR policies fair		Helped me get a job	
	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE
Statewide total of responses (percentage is the number divided by the total number of who agreed and disagreed)	99%	1%	97%	3%	93%	7%	98%	2%	97%	3%	98%	2%	92%	8%
Persons with significant disabilities*	99%	1%	97%	3%	93%	7%	98%	2%	96%	4%	98%	2%	92%	8%
Successful employment outcomes	100%	0%	97%	3%	93%	7%	99%	1%	98%	2%	98%	2%	93%	7%
Unsuccessful closures after services	97%	3%	96%	4%	91%	9%	97%	3%	91%	9%	95%	5%	85%	15%
African Americans*	99%	1%	100%	0%	96%	4%	98%	2%	95%	5%	98%	2%	94%	6%
Males*	99%	1%	97%	3%	94%	6%	98%	2%	97%	3%	98%	2%	93%	7%
Females*	99%	1%	97%	3%	92%	8%	99%	1%	97%	3%	98%	2%	91%	9%
Supported employment employees*	98%	2%	96%	4%	93%	7%	97%	3%	95%	5%	96%	4%	96%	4%
Persons with mental retardation*	98%	2%	96%	4%	96%	4%	98%	2%	96%	4%	96%	4%	96%	4%
Persons with mental illness*	99%	1%	98%	2%	89%	11%	100%	0%	96%	4%	97%	3%	89%	11%
Persons with deafness/hard of hearing*	99%	1%	93%	7%	94%	6%	98%	2%	96%	4%	97%	3%	91%	9%
Persons with traumatic brain injury*	97%	3%	95%	5%	95%	5%	97%	3%	95%	5%	97%	3%	89%	11%
Persons with alcohol/drug dependency*	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
Persons with specific learning disabilities*	98%	2%	98%	2%	93%	7%	100%	0%	98%	2%	98%	2%	93%	7%
Persons with orthopedic impairments*	100%	0%	99%	1%	94%	6%	95%	5%	98%	2%	99%	1%	93%	7%

*Total responses from consumers who have received VR services and have exited the program either successfully or unsuccessfully.

Consumer Satisfaction (continued)

Consumer Satisfaction Survey Results

(specific group responses to survey cards distributed during FY05)

	Treated me with respect		Received timely services		Helped understand disability		Involved in choices		Experience was good		VR policies fair	
	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE
Statewide total of responses (percentage is the number divided by the total number of who agreed and disagreed)	95%	5%	88%	12%	86%	14%	88%	12%	87%	13%	89%	11%
Persons with significant disabilities*	95%	5%	88%	12%	86%	14%	88%	12%	88%	12%	89%	11%
African Americans*	94%	6%	92%	8%	88%	12%	89%	11%	86%	14%	88%	12%
Males*	93%	7%	89%	11%	86%	14%	88%	12%	87%	13%	90%	10%
Females*	96%	4%	87%	13%	86%	14%	88%	12%	88%	12%	88%	12%
Persons with mental retardation*	96%	4%	89%	11%	81%	19%	92%	8%	85%	15%	88%	12%
Persons with mental illness*	95%	5%	86%	14%	86%	14%	86%	14%	85%	15%	89%	11%
Persons with deafness/hard of hearing*	82%	18%	91%	9%	78%	22%	64%	36%	73%	27%	82%	18%
Persons with traumatic brain injury*	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
Persons with alcohol/drug dependency*	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
Persons with specific learning disabilities*	100%	0%	100%	0%	90%	10%	100%	0%	100%	0%	100%	0%
Persons with orthopedic impairments*	94%	6%	87%	13%	84%	16%	85%	15%	88%	12%	87%	13%

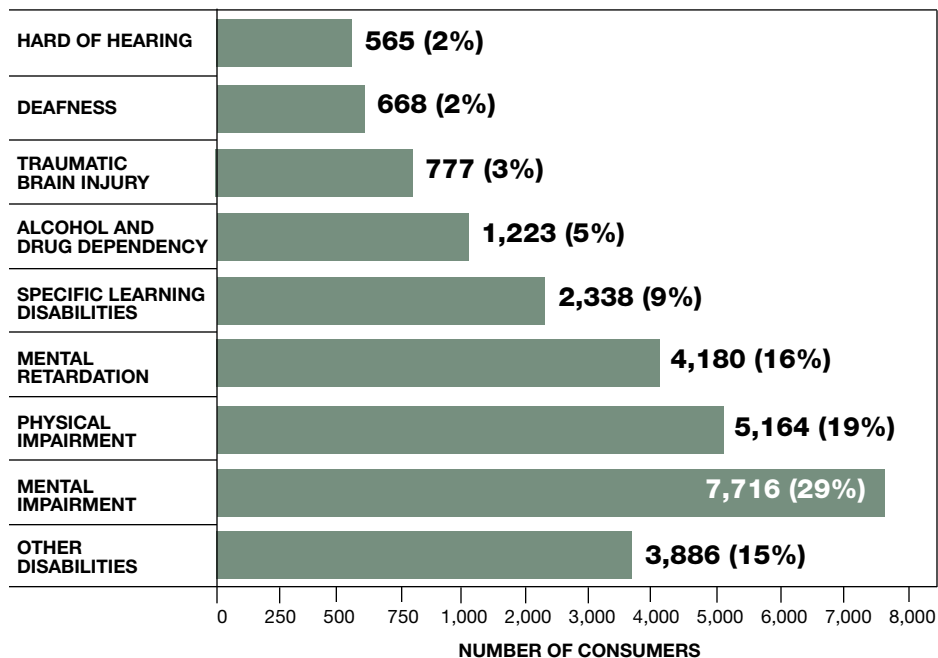
*Total responses of eligible consumers who have left the program before receiving services.

Disability Categories

OF THE 26,517 ELIGIBLE CONSUMERS

Fiscal Year 2005

TYPES OF DISABILITY

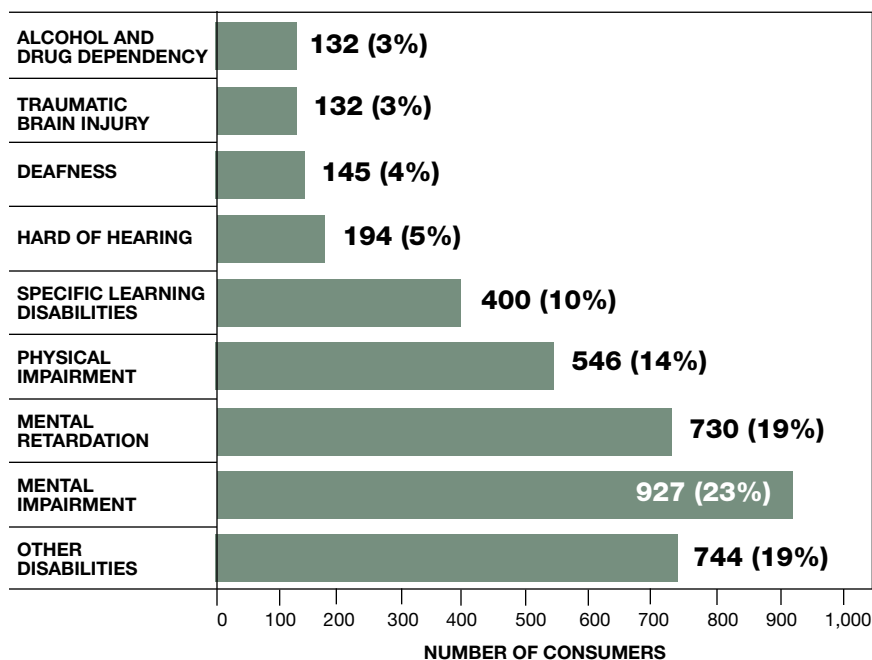


Disability Categories

OF THE 3,950 CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2005

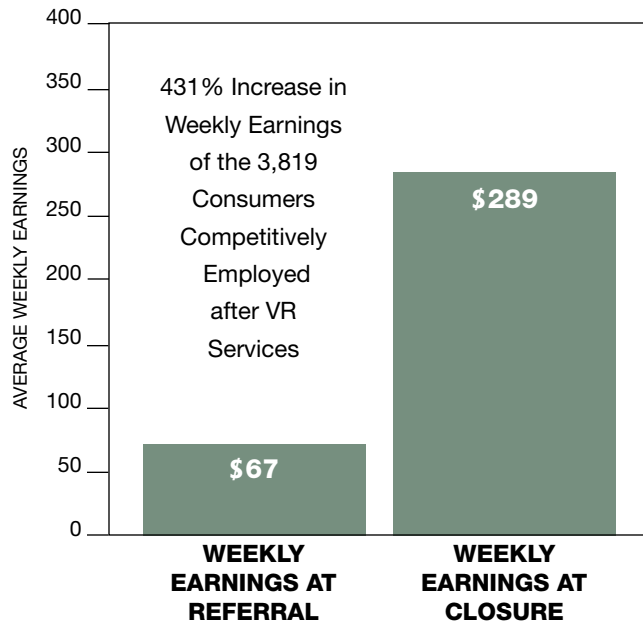
TYPES OF DISABILITY



Impact Of VR Services

ON WEEKLY EARNINGS OF CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2005



With an increase in average weekly earnings of \$222 for the 3,819 competitively employed consumers, the total annual increase in income, from referral to closure, amounts to \$44,086,536.

Characteristics OF THE CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2005

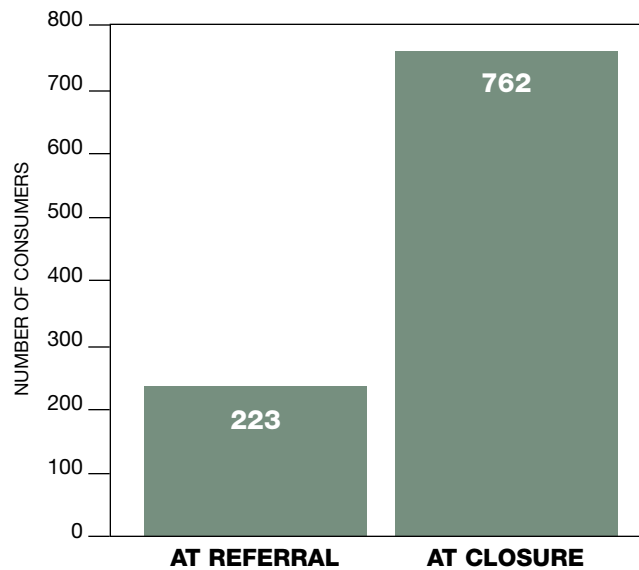
GENDER	Number	Percent
Male	2,152	54%
Female	1,798	46%
Total	3,950	100%

RACE	Number	Percent
White	3,290	83%
African-American	574	15%
Hispanic	33	.8%
American Indian	31	.7%
Asian	17	.4%
Pacific Islander	5	.1%
Total	3,950	100%

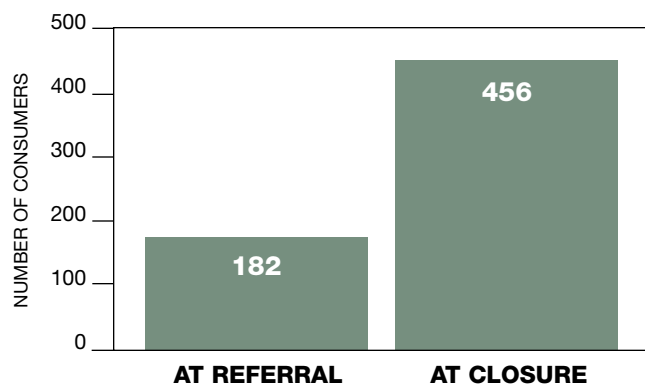
AGE	Number	Percent
Less than 20 years	330	8%
20 through 34	1,683	43%
35 through 44	851	22%
45 through 64	972	24%
65 and over	114	3%
Total	3,950	100%

Impact Of VR Services

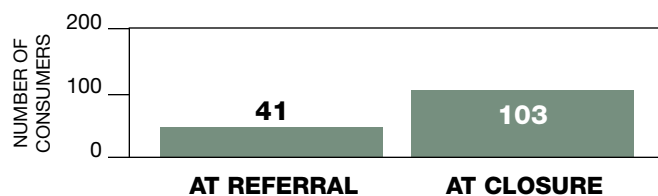
ON EDUCATION LEVELS OF 3,950 CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES
Fiscal Year 2005



Associate Degrees



Bachelor's Degrees



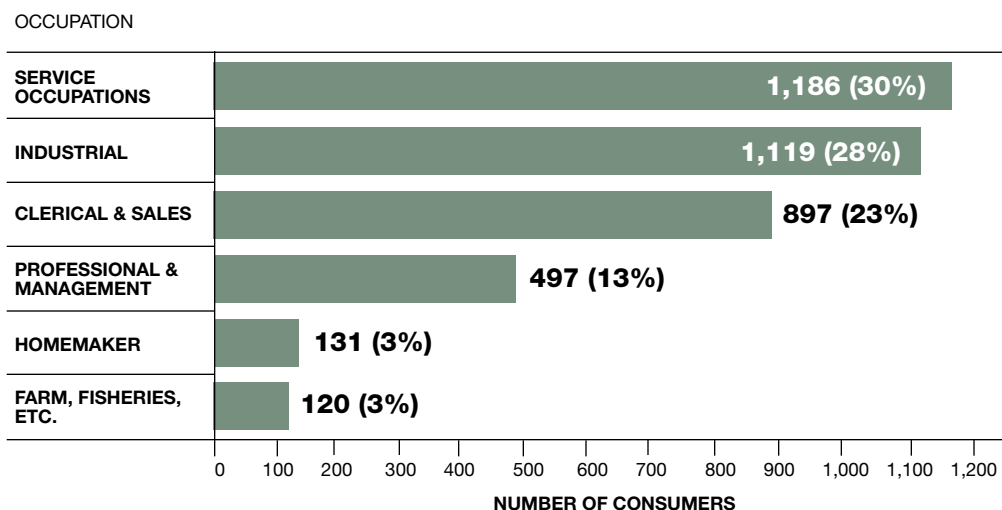
Master's Degrees

1,321 consumers (33%), out of all employment outcomes, earned a degree after receiving VR services in FY05.

Occupations

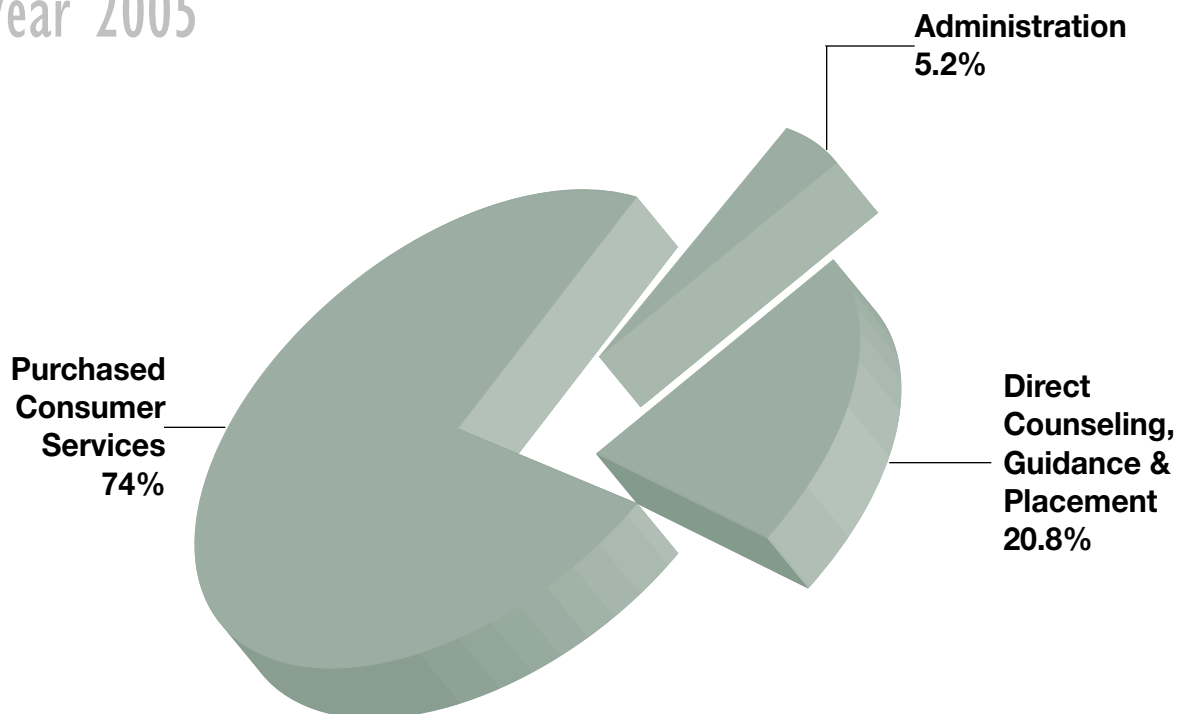
OF 3,950 CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2005



Expenditures

Fiscal Year 2005



Centers for Independent Living

Access II, Independent Living Center

611 W. Johnson
Gallatin, MO 64640
Debby Hawman, Executive Director
Phone: (660) 663-2423
TTY: (660) 663-2663
Fax: (660) 663-2517
Web site: www.accessii.org

Boothel Area Independent Living Services

900 S. By-Pass
P. O. Box 326
Kennett, MO 63857
Tim Shaw, Executive Director
Phone & TTY: (573) 888-0002
Toll free: (888) 449-0949
Fax: (573) 888-0708
Web site: www.bails.org

Delta Center for Independent Living

5933 Highway 94 South, Suite 107
St. Charles, MO 63304
Nancy Murphy, Executive Director
Phone & TTY: (636) 926-8761
Fax: (636) 447-0341
Web site: www.dcil.org

Disabled Citizens Alliance for Independence

P. O. Box 675
Viburnum, MO 65566
Rich Blakley, Executive Director
Phone: (573) 244-5402
TTY: (573) 244-3315
Fax: (573) 244-5609
Web site: www.viburnum.net/dcai/

Disability Resource Association

420B S. Truman Boulevard
Crystal City, MO 63019
Craig Henning, Executive Director
Phone: (636) 931-7696
TTY: (636) 937-9016
Fax: (636) 937-9019
Web site: www.disabilityresourceassociation.org

Independent Living Center of Southeast MO

809 W. Pine
Poplar Bluff, MO 63901
Bruce Lynch, Executive Director
Phone & TTY: (573) 686-2333
Fax: (573) 686-0733
Web site: www.ilcsm.org

Independent Living Resource Center

P. O. Box 6787
Jefferson City, MO 65102
Stephanie Cox, Executive Director
Phone & TTY: (573) 556-0400
Toll free: (877) 627-0400
Fax: (573) 556-0402
Web site: www.ilrcjcmo.org

Living Independently for Everyone

1109 Ste. Genevieve

Farmington, MO 63640
Tim Azinger, Executive Director
Phone: (573) 756-4314
TTY: (573) 760-1402
Fax: (573) 756-3507
Web site: www.lifecilmo.org

Midland Empire Resources for Independent Living

4420 S. 40th Street
St. Joseph, MO 64506
Debbie Merritt, Executive Director
Phone: (816) 279-8558
TTY: (816) 279-4943
Toll free: (800) 242-9326
Fax: (816) 279-1550
Web site: www.meril.org

North East Independent Living Services

109 Virginia, Suite 560
Hannibal, MO 63401
Stephanie O'Bryan, Executive Director
Phone & TTY: (573) 221-8282
Fax: (573) 221-9445
Web site: www.neilscenter.org

On My Own, Inc.

111 N. Elm
Nevada, MO 64772
John Klingaman, Executive Director
Phone: (417) 667-7007
Fax: (417) 667-6262
E-mail: onmyown@sofnet.com

Ozark Independent Living

109 Aid Avenue
West Plains, MO 65775
Cindy Moore, Executive Director
Phone: (417) 257-0038
Toll free: (888) 440-7500
Fax: (417) 257-2380
Web site: <http://users.townsq.com/ozark/>

Paraquad

311 N. Lindbergh Boulevard
St Louis, MO 63141
Bob Funk, Executive Director
Phone: (314) 567-1558
TTY: (314) 567-5552
Fax: (314) 567-1559
Web site: www.paraquad.org

Rural Advocates for Independent Living

1100 S. Jamison Street
Kirksville, MO 63501
Theresa Myers, Executive Director
Phone: (660) 627-7245
TTY: (660) 627-0614
Toll free: (800) 681-7245
Fax: (660) 627-0525
Web site: www.myweb.cableone.net/pas

SEMO Alliance for Disability Independence, Inc.

121 S. Broadview Plaza, Suite 12
Cape Girardeau, MO 63703-5702
Miki Gudermuth, Executive Director
Phone & TTY: (573) 651-6464
Toll free: (800) 898-7234
Fax: (573) 651-6565
Web site: www.sadi.org

Services for Independent Living

1401 Hathman Place
Columbia, MO 65201
Mark Stone, Executive Director
Phone: (573) 874-1646
TTY: (573) 874-4121
Fax: (573) 874-3564
Web site: www.silcolumbia.org

SW Center for Independent Living

2864 Nettleton Avenue
Springfield, MO 65807
Gary Maddox, Executive Director
Phone & TTY: (417) 886-1188
Toll free: (800) 676-7245
Fax: (417) 886-3619
Web site: www.swcil.org

The Independent Living Center, Inc.

1001 E. 32nd Street
Joplin, MO 64804
Jeff Flowers, Executive Director
Phone: (417) 659-8086
TTY: (417) 659-8702
Toll free: (800) 346-8951
Fax: (417) 659-8087
Web site: www.ilcenter.org

The Whole Person, Inc.

301 E. Armour Boulevard, Suite 430
Kansas City, MO 64111
David Robinson, Executive Director
Phone: (816) 561-0304
TTY: (816) 931-2202
Toll free: (800) 878-3037
Fax: (816) 753-8163
Web site: www.thewholeperson.org

Tri-County Center for Independent Living

1420 Highway 72 East
Rolla, MO 65401
Victoria Evans, Executive Director
Phone & TTY: (573) 368-5933
Fax: (573) 368-5991
Web site: www.rollanet.org/~tricill/

West-Central Independent Living Services

123 E. Gay, Suite A-1
Warrensburg, MO 64093
Lyman Trachsler, Executive Director
Phone: (660) 422-7883
TTY: (660) 422-7894
Toll free: (800) 236-5175
Fax: (660) 422-7895
Web site: www.w-ils.org

Community Rehabilitation Program Providers

Adult Vocational Services of Jefferson County, Inc.

12 Municipal Drive, Suite A
Arnold, MO 63010
Annette Kendrick, Director
Phone: (636) 282-0593
Fax: (636) 282-0843
E-mail: amkendrick@dsjc.org

Alternative Opportunities, Inc. DBA Lakes Country Resource Centers

2626 W. College Road
Springfield, MO 65802
Bontiea Goss, CEO
Phone: (417) 869-8911
Fax: (417) 869-1625
Web site: www.lakescountry.com

- *Camdenton Satellite*
Camdenton, MO
- *Cape Girardeau Satellite*
Cape Girardeau, MO
- *Farmington Satellite*
Farmington, MO
- *Joplin Satellite*
Joplin, MO
- *Nevada Satellite*
Nevada, MO
- *Poplar Bluff Satellite*
Poplar Bluff, MO
- *Rolla Satellite*
Rolla, MO
- *St. Louis Satellite*
St. Louis, MO
- *St. Louis South Satellite*
Sunset Hills, MO
- *Springfield Satellite*
Springfield, MO
- *West Plains Satellite*
West Plains, MO

Center for Human Services – CHS Jobs

1500 Ewing Drive
Sedalia, MO 65301
Roger A. Garlich, Executive Director/CEO
Phone: (660) 827-2100
Fax: (660) 827-3034
Web site: www.chs-mo.org

Epilepsy Foundation of Kansas and Western Missouri

6550 Troost, Suite B
Kansas City, MO 64131
Michael Mayberry, Executive Director
Phone: (816) 444-2800 or (800) 972-5163
Fax: (816) 444-6777
E-mail: mmayberry@efha.org

Epilepsy Foundation of the St. Louis Region

7100 Oakland
St. Louis, MO 63117-1881
Darla Templeton, Executive Vice President
Phone: (314) 645-6969
Fax: (314) 645-1520
Web site: www.stl-epil.org

Independence Center

4380 W. Pine Boulevard
St. Louis, MO 63108-2206
Mike Keller, Executive Director
Phone: (314) 533-4380
Fax: (314) 531-7372
E-mail: mkeller@independencecenter.org

- *Midland House*
University City, MO

Jewish Vocational Service

1608 Baltimore
Kansas City, MO 64108
Joy Foster, Executive Director
Phone: (816) 471-2808
TTY: (816) 471-7461
Fax: (816) 471-2930
Web site: www.jvskc.org

Job Point

2116 Nelwood Drive
Columbia, MO 65202-3645
Greg Wingert, Vice President
Professional Services
Phone: (573) 474-8560
Fax: (573) 474-8575
Web site: www.jobpointmo.org

- *Job Center Branch*
Columbia, MO
- *Job Point North Branch*
Moberly, MO
- *Job Point South Branch*
Jefferson City, MO
- *Resource Center Branch*
Columbia, MO
- *Wright City Branch*
Wright City, MO

Kirkville Area Technical Center

1103 S. Cottage Grove
Kirkville, MO 63501
Terri Jones, Director
Phone: (660) 665-2865
Fax: (660) 626-1477
E-mail: terri_j@kirkville.k12.mo.us

MERS/Missouri Goodwill Industries

Downtown Aftergut Center
1727 Locust Street
St. Louis, MO 63103
Lewis C. Chartock, Ph.D., President/CEO
Phone: (314) 241-3464
TTY: (314) 241-4645
Fax: (314) 241-9348
Web site: www.mersgoodwill.org

- *MERS Goodwill Cape Girardeau*
Cape Girardeau, MO
- *MERS Goodwill Franklin County Area*
Washington, MO
- *MERS Goodwill Mid County Lippman Ctr.*
Brentwood, MO
- *MERS Goodwill North County Area*
Florissant, MO

- *MERS Goodwill Poplar Bluff*
Poplar Bluff, MO
- *MERS Goodwill St. Charles Area*
St. Charles, MO
- *MERS Goodwill South County Area*
Lemay, MO
- *MERS Goodwill Springfield*
Springfield, MO

Missouri Rehabilitation Center

600 N. Main
Mt. Vernon, MO 65712
Dennis Nicely, Center Director
Phone: (417) 466-3711
TTY: (800) 735-2966
Fax: (417) 461-5770
Web site: www.muhealth.org/~rehab/

Ozarks Technical Community College Counseling and Career Resources

1001 E. Chestnut Expressway
Springfield, MO 65802-3625
Joyce Thomas, Director of Counseling and Career Resources
Phone: (417) 447-6973
TTY: (417) 895-7235
Fax: (417) 447-6979
Web site: www.otc.cc.mo.us

The Center for Head Injury Services

11786 Westline Industrial Drive
St. Louis, MO 63146-3402
Donna Gunning, Executive Director
Phone: (314) 983-9230
Fax: (314) 983-9235
Web site: www.headinjuryctr-stl.org

The Helping Hand of Goodwill Industries

1817 Campbell Street
Kansas City, MO 64108-1794
Larry Jones, President/CEO
Phone: (816) 842-7425
TTY: (816) 421-1232
Fax: (816) 842-2632
Web site: www.mokangoodwill.org

- *St. Joseph Satellite*
St. Joseph, MO

The Rehabilitation Institute

3011 Baltimore
Kansas City, MO 64108
Don Harkins, President/CEO
Phone: (816) 751-7700
TTY: (816) 751-7836
Fax: (816) 751-7983
Web site: www.rehabkc.org

- *Independence Satellite*
Independence, MO
- *St. Joseph Satellite*
St. Joseph, MO
- *Warrensburg Satellite*
Warrensburg, MO

Supported Employment Service Providers

Adult Vocational Services of Jefferson County, Inc.

12 Municipal Drive, Suite A
Arnold, MO 63010
Annette Kendrick, Director
Phone: (636) 282-0593
Fax: (636) 282-0843
E-mail: amkendrick@dsjc.org

Alternative Community Training, Inc.

2200 Burlington
Columbia, MO 65202
Mark Hassemer, Executive Director
Phone: (573) 474-9446
TTY: (573) 474-1199
Fax: (573) 474-7458
E-mail: mhassemer@socket.net

Alternative Opportunities, Inc.

DBA Lakes Country Resource Centers

2626 W. College Road
Springfield, MO 65802
Bontiea Goss, CEO
Phone: (417) 869-8911
Fax: (417) 869-1625
Web site: www.lakescountry.com

- *Camdenton Satellite*
Camdenton, MO
- *Cape Girardeau Satellite*
Cape Girardeau, MO
- *Farmington Satellite*
Farmington, MO
- *Joplin Satellite*
Joplin, MO
- *Nevada Satellite*
Nevada, MO
- *Poplar Bluff Satellite*
Poplar Bluff, MO
- *Rolla Satellite*
Rolla, MO
- *St. Louis Satellite*
St. Louis, MO
- *St. Louis South Satellite*
Sunset Hills, MO
- *Springfield Satellite*
Springfield, MO
- *West Plains Satellite*
West Plains, MO

Arthur Center

321 W. Promenade
Mexico, MO 65265
Terry Mackey, President
Phone: (573) 582-1234
Fax: (573) 582-7304
E-mail: tmackey@arthurcenter.com

- *Fulton Satellite*
Options Unlimited
Fulton, MO
- *Mexico Satellite*
Options Unlimited
Mexico, MO

Assisted Independence, Inc.

2400 Frederick Avenue, Suite 400
St. Joseph, MO 64506
Rolla G. Johnson, Jr., President
Phone: (816) 671-1225
Fax: (816) 671-0498
E-mail: assistedindependence@hotmail.com

Audrain Handicapped Services

308 E. Jackson
Mexico, MO 65265
Tim M. Crews, Executive Director
Phone: (573) 581-8210
Fax: (573) 581-5204
E-mail: ahs@ktis.net

- *ACES (Audrain County Supported Employment Services)*
Mexico, MO

Casco Area Workshop, Inc.

1800 Vine
Harrisonville, MO 64701
Peggy Kutchback, Executive Director
Phone: (816) 380-7359
Fax: (816) 380-7363
E-mail: cascosupportiveemployment@earthlink.net

Center for Human Services – CHS Jobs

1500 Ewing Drive
Sedalia, MO 65301
Roger A. Garlich, Executive Director/CEO
Phone: (660) 827-2100
Fax: (660) 827-3034
Web site: www.chs-mo.org

Choices for People Center for Citizens with Disabilities

1815 Forum Drive
Rolla, MO 65401
Bob Pellegrin, Executive Director
Phone: (573) 364-7444
TTY: (800) 735-2966
Fax: (573) 364-5370
E-mail: bpellegrin@choicesforpeoplecenter.org

College for Living

Paraquad
311 N. Lindbergh
St. Louis, MO 63141
Jeff Pomranka, Director
Phone: (314) 569-1324
Fax: (314) 567-1559
Web site: www.paraquad.org

Community Employment, Inc.

1538 S. Enterprise Avenue
Springfield, MO 65804
Jenny Smith, General Manager
Phone: (417) 869-4906 or (417) 869-4907
Fax: (417) 869-4840
E-mail: jenny@communityemploymentinc.com

- *Joplin Satellite*
Joplin, MO

Community Health Plus, BJC Behavioral Health

1430 Olive, Suite 500
St. Louis, MO 63103
Mark Stansberry, Executive Director
Phone: (314) 206-3700
TTY: (314) 206-3837
Fax: (314) 206-3708
Web site: www.bjc.org

Community Living, Inc.

1040 St. Peters Howell Road
St. Peters, MO 63376
Barb Griffith, Executive Director
Phone: (636) 970-2800
Fax: (636) 970-2810
E-mail: bgriffith@cliservices.org

Community Opportunities

44 Opportunity Court
P.O. Box 420
Troy, MO 63379
Mary Sullivan-Thomas, Executive Director
Phone: (636) 462-7695
Fax: (636) 528-5514
E-mail: lcsb40@macdds.org

Community Options

801-B Washington
Chillicothe, MO 64601
Joyce Jacobs, Executive Director
Phone: (660) 646-0109
Fax: (660) 646-2808
E-mail: jds@cmuonline.net

Comprehensive Mental Health Services, Inc.

10901 Winner Road
P.O. Box 520169
Independence, MO 64052-0169
William H. Kyles, President/CEO
Phone: (816) 254-3652
Fax: (816) 257-2575
E-mail: bkyle@thecmhs.com

Developmental Center of the Ozarks

1545 E. Pythian
Springfield, MO 65802
Allan McKelvy, Executive Director
Phone: (417) 829-0850
TTY: (417) 831-1545
Fax: (417) 831-7539
E-mail: amckelvy@dcoonline.com

- *Taney County Satellite*
Branson, MO

Diverse Options

807 Gulf Street
P.O. Box 562
Lamar, MO 64759
Melinda Wilson, CEO
Phone: (417) 682-5260
Fax: (417) 682-5260

Supported Employment Service Providers (continued)

Endless Options, Inc.

222 E. Davis
Fayette, MO 65248-0029
Debra Miller, Executive Director
Phone: (660) 248-5233
Fax: (660) 248-3779
E-mail: endless@coin.org

Gasconade County Special Services

310 N. First Street
Owensville, MO 65066
Susan Steinbeck, Business Manager
Phone: (573) 437-5800
Fax: (573) 437-5801
E-mail: gcss@fidnet.com

High Hope Employment Services, Inc.

P.O. Box 67
Milan, MO 63556
Dianne L. Leslie, Executive Director
Phone: (660) 265-4614
Fax: (660) 265-3016
E-mail: highhope@nemr.net

Ideal Industries, Inc.

601 N. Thornton
Richmond, MO 64085
Bob McCorkendale, Manager Director
Phone: (816) 470-7137
Fax: (816) 776-8935
E-mail: rmcork@accessmo.us

Independence Center

4380 W. Pine Boulevard
St. Louis, MO 63108-2206
Mike Keller, Executive Director
Phone: (314) 533-4380
Fax: (314) 531-7372
E-mail: mkeller@independencecenter.org

- **Midland House**
University City, MO

JESS

7020 Chippewa
St. Louis, MO 63119
Marcy Soda, Ph.D., Executive Director
Phone: (314) 644-1913
Fax: (314) 644-0461
E-mail: msoda@jessinc.org

- **St. Peters Satellite**
St. Peters, MO

Job Point

2116 Nelwood Drive
Columbia, MO 65202-3645
Greg Wingert, Vice President
Professional Services
Phone: (573) 474-8560
Fax: (573) 474-8575
Web site: www.jobpointmo.org

- **Job Point North Branch**
Moberly, MO
- **Job Point South Branch**
Jefferson City, MO

- **Resource Center Branch**
Columbia, MO
- **Wright City Branch**
Wright City, MO

Judevine Center for Autism

4011 Papin
St. Louis, MO 63110
Rebecca Blackwell, Executive Director
Phone: (314) 432-6200
Fax: (314) 849-2721
Web site: www.judevine.org

Lake of the Ozarks Developmental Center

P.O. Box 753
Camdenton, MO 65020
Marilyn L. Martin, Executive Director
Phone: (573) 346-4574
Fax: (573) 346-7426
E-mail: employ@usmo.com

Learning Opportunities Quality Works, Inc.

P.O. Box 254
Monroe City, MO 63456
Wendy Hays, Executive Director
Phone: (573) 735-4282
Fax: (573) 735-2580
Web site: www.loqw.com

- **Hannibal Satellite**
Hannibal, MO
- **Kirkville Satellite**
Kirkville, MO

Life Skills Foundation

10176 Corporate Square Drive,
Suite 100
St. Louis, MO 63132-2924
Wendy Buehler, Executive Director
Phone: (314) 567-7705
Fax: (314) 567-6539
Web site: www.lifeskills-stl.org

- **St. Charles Satellite**
St. Charles, MO
- **St. Louis City Satellite**
St. Louis, MO

MERS/Missouri Goodwill Industries

Downtown Aftergut Center
1727 Locust Street
St. Louis, MO 63103
Lewis C. Chartock, Ph.D., President/CEO
Phone: (314) 241-3464
TTY: (314) 241-4645
Fax: (314) 241-9348
Web site: www.mersgoodwill.org

- **MERS Goodwill Cape Girardeau**
Cape Girardeau, MO
- **MERS Goodwill Franklin County Area**
Washington, MO
- **MERS Goodwill Mid County Lippman Ctr.**
Brentwood, MO
- **MERS Goodwill North County Area**
Florissant, MO
- **MERS Goodwill Poplar Bluff**
Poplar Bluff, MO

- **MERS Goodwill St. Charles Area**
St. Charles, MO
- **MERS Goodwill South County Area**
Lemay, MO
- **MERS Goodwill Springfield**
Springfield, MO

Pathways Community Behavioral Healthcare, Inc.

1800 Community Drive
Clinton, MO 64735
Mel Fetter, President
Phone: (660) 885-8131
Fax: (660) 885-2393
Web site: www.pathwaysonline.org

Pike County Agency for Developmental Disabilities

900 Independence Drive, SB40
Bowling Green, MO 63334
Betsy Barnes, Executive Director
Phone: (573) 324-3875
TTY: (573) 324-3553
Fax: (573) 324-6391
E-mail: bbarnespadd@sbcglobal.net

ReDiscover

901 N.E. Independence Avenue
Lee's Summit, MO 64086
Alan Flory, President
Phone: (816) 246-8000
Fax: (816) 246-8207
E-mail: allflory@rediscovermh.org

- **South Satellite**
Kansas City, MO

The ARC of the Ozarks

1501 E. Pythian
Springfield, MO 65802
Gene Barnes, President/CEO
Phone: (417) 864-7887
Fax: (417) 864-4307
E-mail: gbarnes@thearcoftheozarks.org

- **Bolivar Satellite**
Bolivar, MO
- **Monett Satellite**
Monett, MO

The Center for Head Injury Services

11786 Westline Industrial Drive
St. Louis, MO 63146-3402
Donna Gunning, Executive Director
Phone: (314) 983-9230
Fax: (314) 983-9235
Web site: www.headinjuryctr-stl.org

The Helping Hand of Goodwill Industries

1817 Campbell Street
Kansas City, MO 64108-1794
Larry Jones, President/CEO
Phone: (816) 842-7425
TTY: (816) 421-1232
Fax: (816) 842-2632
Web site: www.mokangoodwill.org

Supported Employment Service Providers (continued)

- *St. Joseph Satellite*
St. Joseph, MO

The Rehabilitation Institute

3011 Baltimore
Kansas City, MO 64108
Don Harkins, President/CEO
Phone: (816) 751-7700
TTY: (816) 751-7836
Fax: (816) 751-7983
Web site: www.rehabkc.org

- *Independence Satellite*
Independence, MO
- *Warrensburg Satellite*
Warrensburg, MO

St. Louis ARC

1816 Lackland Hill Parkway, Suite 200
St. Louis, MO 63146
Kathleen Meath, Executive Director
Phone: (314) 569-2211
TTY: (314) 569-2010
Fax: (314) 569-0778
Web site: www.slarc.org

Tri-County Mental Health Services, Inc.

3100 N.E. 83rd Street, Suite 1001
Kansas City, MO 64119-9998
Thomas Cranshaw, CEO
Phone: (816) 468-7088
Fax: (816) 468-6635
Web site: www.tri-countymhs.org

Truman Employment Service

2211 Charlotte
Kansas City, MO 64108
John Bluford, President/Chief
Executive Leader
Phone: (816) 404-3500
Fax: (816) 404-3508
Web site: www.trumed.org

- *Assertive Community Outreach (ACO)*
Kansas City, MO
- *Swope Health Central*
Kansas City, MO

United Cerebral Palsy of Northwest Missouri

3303 Frederick
St. Joseph, MO 64506
Teresa Gagliano, Executive Director
Phone: (816) 364-3836 or (800) 404-1844
Fax: (816) 390-8546
Web site: www.ccp.com/~ucpnwmo

United Cerebral Palsy of Greater St. Louis

8645 Old Bonhomme Road
University City, MO 63132-3999
Richard Forkosh, Executive Director
Phone: (314) 994-1600
Fax: (314) 781-1129
Web site: www.ucpstl.org

Unlimited Opportunities, Inc.

1620 W. Ashley Road
P.O. Box 239
Boonville, MO 65233-0239
Vicki McCarrell, Executive Director
Phone: (660) 882-5576
TTY: (660) 882-8339
Fax: (660) 882-7483
Web site: www.uoi.org

Vocational Services, Inc.

935 S. Kent
Liberty, MO 64068
Randy Hylton, Executive Director
Phone: (816) 781-6292
Fax: (816) 781-8797
Web site: www.vsiserve.org

Vocational Rehabilitation Offices

Cape Girardeau VR

3102 Blattner Drive, Suite 103
P.O. Box 1087
Cape Girardeau, MO 63702-1087
Phone: (573) 290-5788
Fax: (573) 290-5921
Toll free: (877) 702-9883
TTY: (573) 290-5385
Ron Parker, Supervisor

Central Office VR

3024 Dupont Circle
Jefferson City, MO 65109
Phone: (573) 751-3251
Fax: (573) 751-1441
Toll free: (877) 222-8963
TTY: (573) 751-0881
C. Jeanne Loyd, Assistant Commissioner

Chillicothe VR

603 W. Mohawk Road
Chillicothe, MO 64601-3919
Phone: (660) 646-1542
Fax: (660) 646-9741
Toll free: (866) 572-4049
Robert Zirfas, Supervisor

Columbia VR

1500 Vandiver Drive, Suite 111
Columbia, MO 65202-1563
Phone: (573) 882-9110
Fax: (573) 884-5250
Toll free: (877) 222-8961
TTY: (573) 882-9117
Duane Shumate, Supervisor

Farmington VR

800 Progress Drive
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Listing of Acronyms

ADs	Assistant Directors
ADA	Americans with Disabilities Act
BLN	Business Leadership Network
CAJT	Community Access and Job Training
CAP	Client Assistance Program
CART	Computer Assisted Real-Time
CE	Consultative Examination
CILs	Centers for Independent Living
CMS	Center for Medicare and Medicaid Services (<i>previously known as Health Care Financing Administration – HCFA</i>)
CO	Central Office
COOP	Cooperative Work Experience Program
CPS	Comprehensive Psychiatric Services
CRC	Certified Rehabilitation Counselor
CRPs	Community Rehabilitation Programs
CSAVR	Council of State Administrators of Vocational Rehabilitation
DDS	Disability Determination Services
DESE	Department of Elementary and Secondary Education
DFS	Division of Family Services
DHSS	Department of Health and Senior Services
DMH	Department of Mental Health
DMS	Department of Medical Services
DOs	District Offices
DOLIR	Department of Labor and Industrial Relations
DSE	Division of Special Education
DSU	Designated State Unit (<i>Voc Rehab</i>)
DVR	Division of Vocational Rehabilitation
DWD	Division of Workforce Development
EEOC	Equal Employment Opportunity Commission
FOs	Field Offices
FTEs	Full-Time Equivalents (<i>Full-Time Employees</i>)
HBCU	Historically Black Colleges and Universities
HR	Human Resources
I & E Grants	Innovation and Expansion Grants
IDEA	Individuals with Disabilities Education Act
IEP	Individualized Educational Plan
IHOs	Impartial Hearing Officers
IL	Independent Living
ILRC	Independent Living Resource Center
ILS	Independent Living Services
ILW	Independent Living Waiver
IPE	Individual Plan of Employment
IT	Information Technology
IVT	Interactive Video Training
JAN	Job Accommodation Network
LCSW	Licensed Clinical Social Worker
LPC	Licensed Practical Counselor
LWIB	Labor and Workforce Investment Board
MC	Medical Consultant
MDVR	Missouri Division of Vocational Rehabilitation
MoRIS	Missouri Rehabilitation Information System
MoTAP	Missouri Transition Alliance Partnership

Listing of Acronyms (continued)

MOUs	Memorandums of Understanding
MRA	Missouri Rehabilitation Association
MRDD	Mental Retardation Developmental Disabilities
MSP	Medicaid State Plan
MTEC	Missouri Training and Education Council
NIDRR	National Institute on Disability and Rehabilitation Research
NME	Non-Medicaid Eligible
OA	Office of Administration
OSEP	Office of Special Education Programs
OSERS	Office of Special Education and Rehabilitation Services
PAS	Personal Assistance Services
PCA	Personal Care Assistance
PIC	Personal Independence Commission
QAR	Quality Assessment Review
RCEP	Rehabilitation Continuing Education Program
RO	Regional Office
RSA	Rehabilitation Services Administration
SAM II	Statewide Advantage for Missouri (<i>Missouri's integrated financial, HR and payroll system</i>)
SESPs	Supported Employment Service Providers
SILC	State Independent Living Council
SD	Significantly Disabled
SR	Success Rate
SRC	State Rehabilitation Council
SS	Social Security
SSA	Social Security Administration
STATUS 08	Case Closure after Referral for Services
STATUS 26	Successful Employment Case Closure
STATUS 28	Case Closure Not Rehabilitated after IPE
STATUS 30	Case Closure Not Rehabilitated before IPE
TANF	Temporary Assistance for Needy Families
TAP	Telecommunications Access Program
VA	Veterans Administration
VR	Vocational Rehabilitation
WEC	Work Experience Coordinators
WIA	Workforce Investment Act
WIB	Workforce Investment Board